

CORE- Mailroom Expeditor Procedure

Purpose:

The Expeditor is a distinction given to the Courier or Data Entry/Imaging Technician (DE/IT) who has unique functions assigned them. The Expeditor helps ensure that the rest of the staff is able to perform their work as efficiently as possible. A successful Expeditor will be aggressive in the tasks assigned. They help ensure that performance standards are truly measuring the work that staff performs, and not being skewed by lapses in the process.

Identification of Roles:

Courier – perform Expeditor functions associated with the incoming mail

DE/IT – operate as a backup to the Courier

Operations Coordinator, Operations Team Lead, and Operations Manager – operate as a resource for the Expeditor functions; implement process changes as needed

Performance Standards:

None

Path of Business Procedure:

Step 1: Tasks performed by the Expeditor (multiple tasks may be performed at the same time)

- a. Sort items by Post Office Box numbers
- b. Screen the mail for any “return to sender” envelopes, “undeliverable” envelopes, “do not scan” envelopes, and Estate Recovery envelopes
 1. Forward the “return to sender” envelopes and “undeliverable” envelopes to the appropriate Unit
 2. Drop the Estate Recovery envelopes into the locked box
 3. Forward the “do not scan” envelopes that are not for the Revenue Collections Unit to the appropriate Unit
 4. Place the “do not scan” envelopes that are for the Revenue Collections Unit into a mail tub to be sliced open
- c. #10 envelopes are sorted into two piles: thin and thick
 1. Thin #10’s are taken to the floor jogger
 2. Thick #10’s are taken to the OPEX floor slicer
- d. Load the floor jogger with the thin #10 envelopes and turn the jogger on
- e. Run the thick #10 envelopes through the floor slicer
- f. Run all other envelopes through the floor slicer

- g. Place all sliced envelopes into mail tubs according to PO Box number
- h. Take sliced envelopes to the table top choppers to slice the remaining sides
- i. Take the fully sliced envelopes to the work stations to be prepped
- j. Take thin #10 envelopes out of the floor jogger and load them into the Agissar machines keeping items from different PO Box numbers separate
- k. Troubleshoot any issues with the Agissar machines

Forms/Reports:

None

RFP References:

5.2.2.3.4.1.2, 5.2.2.3.4.1.7

Interfaces:

Post Office

Attachments:

None